

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Head Golf Professional	Job Family: 4
General Classification: Management	Job Grade: 20

Definition: Under general direction of the Golf Course Manager, coordinates, supervises and participates in wide-ranging golf operational activities on a comprehensive basis; supervises pro shop, range, retail sales, tournament play, staffing and rental of golf cars; supervises volunteer program for range and player assistants; performs other related work as required.

Distinguishing Characteristics: Positions allocated to this class are responsible for multiple functions that are wide-ranging in scope and/or application. Work in the class is distinguished from that of lower classifications by this broader scope of responsibility, performance of highly complex and/or specialized assignments.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Establishes highest-level customer service programs and supervises staff in carrying out and maintaining highest-quality customer services and relations.
2. Coordinates and supervises wide-ranging activities and functions relating to golf operations in accordance with established City policies and applicable guidelines of the Professional Golfer's Association of America (PGA).
3. Supervises, trains and evaluates assigned pro shop, cart and range staff.
4. Identifies and analyzes problems, conducts studies, evaluates alternatives and implements effective solutions.
5. Supervises starting functions including play of golfers, collection of greens fees, rental of golf cars, scheduling and coordinating golf tournaments, and other special activities; collection of fees for use of practice facilities; developing and implementing retail sales programs, including effective merchandising and marketing; and accounting for City moneys.
6. Enforces all rules and regulations governing the use of the golf course, golf cars and other golf facilities.
7. Develops, organizes, supervises, conducts and schedules instructional programs for all levels of activity.

8. Develops and oversees golf course marshalling program.
9. Promotes and supervises the established Handicap System at the course.
10. Assists in developing golf course procedures and improvements and in preparing recommendations regarding policies and resources; coordinates pro shop and range events and activities with Golf Course Superintendent.
11. Represents the course in professional golf activities and at various meetings associated with golf activities; may serve as liaison with other golf courses, member clubs, various community groups.
12. Assists in budget preparation and administration for pro shop/range operations.
13. Coordinates and performs specialized project, program or operational work as required.

Minimum Qualifications:

Knowledge of: Knowledge of the game of golf, its rules and regulations; knowledge of the principles and practices of golf course administration, golf instruction, golf facilities and equipment, and golf merchandise promotion and marketing; and computer knowledge.

Ability to: Ability to effectively coordinate and supervise all assigned golf course activities, including customer services, starting, pro shop and practice range facilities, and club repair activities; develop and implement golf programs and services; market golf programs, goods and services; interpret and analyze information; draw valid conclusions and forecast consequences of decisions and recommendations; prepare studies and reports concerning complex matters; set priorities, meet deadlines and make sound decisions; establish and maintain accurate records; maintain level of knowledge required for satisfactory work performance; develop and administer assigned budgets; ability to use computer and appropriate software; communicate effectively; establish and maintain effective working relationships with employees, public officials, member golf clubs, golf professional and community groups, and the general public; supervise, train and evaluate staff.

Position Title: Head Golf Professional

Page 3

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Any combination of education and experience likely to provide the required knowledge and abilities which includes: graduation from an accredited college or university; plus five years of increasingly responsible experience in the golf industry, with two years of experience as a head golf professional; three years of PGA membership (Class A); and previous experience in California municipal government and landfill golf course experience are highly desirable.

Required Licenses or Certificates: Possession of a valid California driver's license and satisfactory driving record as a condition of both initial and continued employment.

Working Conditions: Position requires working weekends and/or holidays; work hours/work schedule may vary as needed.

Established February 28, 2000

Revised

CLASS SPECS

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